

DMC-ODS



Drug Medi-Cal Organized Delivery System

WELCOME TO THE VENTURA COUNTY DRUG MEDI-CAL ORGANIZED DELIVERY SYSTEM (DMC-ODS)

As your DMC-ODS provider, we have the responsibility to make needed substance use services readily available to you. As a member, you have certain rights and responsibilities. For a complete list, refer to the Beneficiary Booklet. If you have further questions after reading it, you may call the Access Line at 1-844-385-9200 to have questions answered.

HOW TO GET SUBSTANCE USE SERVICES

If you think you or a family member needs substance use services and are Medi-Cal beneficiaries, call the toll-free Access Line at 1-844-385-9200. The Access Line will perform a screening and provide a referral to a DMC-ODS Plan provider, who will perform an assessment to determine medical necessity based on American Society of Addiction Medicine (ASAM) criteria.



**TOLL-FREE
24-HOUR
BENEFICIARY
ACCESS LINE
1-844-
385-9200**

MEMBER RESPONSIBILITIES

Carefully read the member-informing materials that you have received from the County plan. These materials will help you understand which services are available and how to get treatment if you need it. Attend your treatment as scheduled. You will have the best results if you follow your treatment plan.

EMERGENCY SERVICES

If you have a life-threatening emergency, call 911 or go to the nearest emergency room.

AFTER-HOUR SERVICES

If you have questions or need to speak to someone after normal business hours, call the Access Team on the Beneficiary Access Line at 1-844-385-9200 (toll-free), or for mental health services, contact our Crisis Team at 1-866-998-2243.

CONFIDENTIALITY

The DMC-ODS is committed to protecting your privacy. The confidentiality of alcohol and drug abuse patient records maintained by a 42 CFR Part 2 program is protected by Federal law and regulations. In general, we will not give out information about you or your treatment unless you give permission, or unless allowed or required by law. Additional details on how your medical information may be used can be found in the Ventura County Notice of Privacy Practices.

YOUR SUGGESTIONS

Members' suggestions and opinions are important to improving the quality and effectiveness of services. The DMC-ODS periodically conducts client satisfaction surveys to get your opinions. Members are encouraged to submit ideas for improving services at any time by writing, phoning or telling a member of the DMC-ODS in person.

SUBSTANCE USE TREATMENT SERVICES

Early Intervention services provide Screening, Brief Intervention and Referral to Treatment.

Outpatient services provide adults with fewer than nine hours and adolescents with fewer than six hours of services per week for recovery or motivational enhancement therapies / strategies.

Intensive Outpatient services provide adults with nine hours or more and adolescents with six hours or more of services per week of counseling and education about addiction-related problems.

Residential Treatment provides short-term 24- hour residential care for rehabilitation services in a non-institutional setting.

Withdrawal Management provides intake, observation, medication services and discharge services.

Opioid (Narcotic) Treatment program provides daily or several times weekly opioid agonist medication and counseling available to maintain stability for those with opioid use disorder.

Medication Assisted Treatment provides ordering, prescribing, administering and monitoring of medications for substance use disorders.

Recovery services provide help after completing a course of treatment, whether they are triggered, have relapsed or used as a preventative measure to prevent relapse.

Case Management services are utilized to assist a beneficiary to access needed medical, educational, social, prevocational, vocational, rehabilitative or other community services.